

МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ

ХАРКІВСЬКА НАЦІОНАЛЬНА АКАДЕМІЯ
МІСЬКОГО ГОСПОДАРСТВА

**ЗБІРНИК ТЕКСТІВ І ЗАВДАНЬ
ДЛЯ ПРАКТИЧНОЇ РОБОТИ
З ДИСЦИПЛІНИ «ІНОЗЕМНА МОВА ПРОФЕСІЙНОГО
СПРЯМУВАННЯ» (АНГЛІЙСЬКА МОВА)**

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Збірник текстів і завдань призначений для організації практичної роботи студентів 1-2 згідно з затвердженою робочою програмою навчальної дисципліни «Іноземна мова професійного спрямування», укладеної відповідно освітньо - кваліфікаційним вимогам до знань і вмінь студентів напряму підготовки «Менеджмент», які в майбутньому будуть працювати у сфері туризму та готельного господарства.

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CONTENTS

Page

Introduction.....	4
Unit 1 Hotel.....	5
Unit 2 Motel.....	9
Unit 3 Hostel.....	14
Unit 4 Inns.....	17
Unit 5 Unusual Hotels.....	21
Unit 6 Love Hotels.....	27
Unit 7 A Bed & Breakfast.....	31
Unit 8 Receptionist.....	37
Hotel Vocabulary.....	41
References.....	45

INTRODUCTION

These educational materials are designed for the students of management the 1st and 2nd year of studies to develop their knowledge and skills in Business English according to their profession.

This manual is based on the authentic texts from different sources concerning managerial issues. It contains the tasks for reading and translation, vocabulary tasks and tasks for self – study. The manual consists of 8 units and is expected to be covered during practical classes.

Each unit contains:

- an authentic text for reading and translation;
- comprehension exercises;
- key vocabulary according to the topic. All key words are taken from the basic text;
- exercises for memorization and mastering key vocabulary.

The manual can be recommended both for using in class and for student's self – study.

UNIT 1

Exercise 1. Read and translate the text:

HOTEL

A hotel is an establishment that provides paid lodging on a short-term basis. The provision of basic accommodation, in times past, consisting only of a room with a bed, a cupboard, a small table and a washstand has largely been replaced by rooms with modern facilities, including en-suite bathrooms and air conditioning or climate control. Additional common features found in hotel rooms are a telephone, an alarm clock, a television, a safe, a mini-bar with snack foods and drinks, and facilities for making tea and coffee. Luxury features include bathrobes and slippers, a pillow menu, twin-sink vanities, and jacuzzi bathtubs. Larger hotels may provide additional guest facilities such as a restaurant, swimming pool, fitness center, business center, childcare, conference facilities and social function services. Hotel rooms are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to identify their room. Some hotels offer meals as part of a room and board arrangement. In the United Kingdom, a hotel is required by law to serve food and drinks to all guests within certain stated hours. In Japan, capsule hotels provide a minimized amount of room space and shared facilities.

The word hotel is derived from the French word *hôtel* (coming from *hôte* meaning host), which referred to a French version of a townhouse or any other building seeing frequent visitors, rather than a place offering accommodation. In contemporary French usage, *hôtel* now has the same meaning as the English term, and *hôtel particulier* is used for the old meaning. The French spelling, with the circumflex, was also used in English, but is now rare. Grammatically, hotels usually take the definite article - hence "The Astoria Hotel" or simply "The Astoria."

Some hotels have gained their renown through tradition, by hosting significant events or persons, such as Schloss Cecilienhof in Potsdam, Germany, which derives its fame from the Potsdam Conference of the World War II allies Winston Churchill,

Harry Truman and Joseph Stalin in 1945. The Taj Mahal Palace & Tower in Mumbai is one of India's most famous and historic hotels because of its association with the Indian independence movement. Some establishments have given name to a particular meal or beverage, as is the case with the Waldorf Astoria in New York City, United States where the Waldorf Salad was first created or the Hotel Sacher in Vienna, Austria, home of the Sachertorte. Others have achieved fame by association with dishes or cocktails created on their premises, such as the Hotel de Paris where the crêpe Suzette was invented or the Raffles Hotel in Singapore, where the Singapore Sling cocktail was devised. A number of hotels have entered the public consciousness through popular culture, such as the Ritz Hotel in London, United Kingdom, through its association with Irving Berlin's song, 'Puttin' on the Ritz'. The Algonquin Hotel in New York City is famed as the meeting place of the literary group, the Algonquin Round Table, and Hotel Chelsea, also in New York City, has been the subject of a number of songs and the scene of the stabbing of Nancy Spungen (allegedly by her boyfriend Sid Vicious).

Exercise 2. Answer the following questions:

1. What is hotel?
2. What is the origin of the word «HOTEL»?
3. What are the main hotel facilities?
4. How can guests identify their hotel room?
5. How the hotel names are given?
6. What famous hotels are mentioned in the text?

Exercise 3. Match English words and expressions with their Russian equivalents:

- | | |
|------------------|---------------------|
| 1) to provide | a) жилье |
| 2) to host | b) удобства |
| 3) accomodation | c) обеспечить |
| 4) facilities | d) принимать гостей |
| 5) create | e) учреждение |
| 6) establishment | f) черта |
| 7) require | g) договорённость |
| 8) feature | h) создавать |
| 9) short-term | i) требовать |
| 10) arrangement | j) краткосрочный |

Exercise 4. Match hotel professions with their duties:

Profession	Duties
1. A bellhop, also bellboy or bellman	a) ...is an employee who lives on the premises of an apartment building or a hotel and serves guests with duties similar to those of a butler
2. A concierge	b)... is a person who works at night at the reception of a hotel. He typically handles both the duties of the front desk agent and some of the duties of the accounting department
3. A receptionist	c) ...holds ultimate authority over the hotel operation and usually reports directly to a corporate office or hotel owner
4. The General Manager	d)... is a person who is paid to protect property, assets, or people.
5. A night auditor	e) ... is a hotel porter, who helps patrons with their luggage while checking in or out.
6. A security guard (or security officer)	f)... is an employee taking an office/administrative support position. The work is usually performed in a waiting area such as a lobby or front office desk of an organization.

Exercise 5. Read the dialogue between receptionist and the guest and fill it in with suitable words and expressions from the table:

checking out; check out; a late check out; booked; comfortable; putting; cash; tax; checked in; extra;

Receptionist: Hi there. Are you now?
Guest: Yes, sorry. I know we're a few minutes late.
Receptionist: That's no problem. It's always really busy at
time anyway.
Guest: Oh, really. The last hotel we stayed in charged us for .
.....
Receptionist: The hotel isn't this week, so it's not a problem.
How was everything?
Guest: The room was great. The beds were really, and
we weren't expecting our own fridge.
Receptionist: I'm glad you liked it.
Guest: The kids were disappointed that the pool wasn't open
this morning, though.
Receptionist: I apologize for that. We can't get a cleaner in any earlier
than 10 am.
Guest: Well we had a nice swim last night anyhow.
Receptionist: Will you bethis on your credit card?
Guest: No. I'll pay

Receptionist: OK. So the total comes to \$123.67, including
Guest: I thought it was \$115 even. That's what they said
yesterday when we
Receptionist: Yes, but there is an room charge on your bill.
Guest: Oh, I forgot. My husband ordered a plate of nachos.
Sorry.
Receptionist: No problem. So...from \$140, here's your change. Now,
I'll just need to ask you for your room keys.

UNIT 2

Exercise 1. Read and translate the text:

MOTEL

A motel is a hotel designed for motorists, usually having direct access to an open parking area. Entering dictionaries after World War II, the word motel, a portmanteau of motor and hotel or motorists' hotel, referred initially to a type of hotel consisting of a single building of connected rooms whose doors faced a parking lot and, in some circumstances, a common area; or a series of small cabins with common parking. As the United States highway system began to develop in the 1920s, long distance road journeys became more common and the need for inexpensive, easily accessible overnight accommodation sited close to the main routes, led to the growth of the motel concept.

Auto camps predated motels by a few years. Unlike motels, auto camps and tourist courts typically provided bed and breakfast or hotel style service, usually with stand-alone cabins. After the invention of the motel, auto camps continued in popularity through the Depression years and after World War II, their popularity finally starting to diminish with the construction of freeways and changes in consumer demands. Examples include the Rising Sun Auto Camp in Glacier National Park and Blue Bonnet Court in Texas. Such facilities were "mom-and-pop" facilities on the outskirts of a town that were as quirky as their owners. They attracted the first "road warriors" as they crossed North America in their new automobiles. The 1935 City Directory for San Diego, CA lists "motel" type accommodations under Tourist Camps.

In contrast, though they remained "Mom and Pop" operations, motels quickly adopted a homogenized appearance and were designed from the start to cater purely for motorists. The motel concept originated with the Motel Inn of San Luis Obispo, constructed in 1925 by Arthur Heineman. In conceiving of a name for his hotel Heineman abbreviated motor hotel to mo-tel.

Motels are typically constructed in an 'T'- or 'L'- or 'U'-shaped layout that includes guest rooms, an attached manager's office, a small reception and, in some cases, a small diner. Post-war motels sought more visual distinction, often featuring eye-catching neon signs which employed themes from popular culture, ranging from Western imagery of cowboys and Indians to contemporary images of spaceships and atomic era iconography.

Motels differ from hotels in their common location along highways, as opposed to the urban cores favored by hotels, and their orientation to the outside (in contrast to hotels whose doors typically face an interior hallway). Motels almost by definition include a parking lot, while older hotels were not built with automobile parking in mind.

With the 1952 introduction of Kemmons Wilson's Holiday Inn, the mom-and-pop motels of that era went into decline. Eventually, the emergence of the interstate highway system, along with other factors, led to a blurring of the motel and the hotel, though family-owned motels with as few as five rooms may still be found, especially along older highways.

Motels have also served as a haven for fugitives of the law. In the past, the anonymity and the ability to move around easily between motels in different regions by dropping in and checking out with a simple registration process allowed fugitives to remain ahead of the law. However, several advances have reduced the capacity of motels to serve this purpose. Credit card transactions, which in the past were more easily approved and took days to report, are now approved or declined on the spot, and are instantly recorded in a database, thereby allowing law enforcement access to this information. This system was implemented in 1993 after the abduction and murder of Donna Martz, whose credit card was used by her killers, following her death to purchase food, gasoline and to pay for overnight motel stays. The story of Martz's disappearance, leading to the development of this system, was described on The FBI Files. Laws in many places now require registering guests to present a government-issued photo ID, especially when paying with cash. Local law

enforcement agencies frequently check motels when they suspect a wanted individual may be staying in their jurisdiction.

Exercise 2. Answer the following questions:

1. What is «MOTEL»?
2. What kind of accommodation predated motels?
3. Who usually ran motels in the USA?
4. Who invented the word «motel»?
5. In what shapes were the motels usually built?
6. How Motels differ from hotels?
7. Who was Donna Martz and what was so special about her?

Exercise 3. Match English words and expressions with their Russian equivalents:

- | | |
|-----------------------|------------------------------|
| 1) to purchase | a) купить |
| 2) circumstances | b) наличные деньги |
| 3) fugitive | c) внутренний |
| 4) inside | d) автономный |
| 5) to require | e) беглец |
| 6) cash | f) выпущенное правительством |
| 7) outside | g) внешний |
| 8) emergence | h) появление |
| 9) stand-alone | i) обстоятельства |
| 10) government-issued | j) требовать |

Exercise 4. Define, whether the following statements are true or false and count them at the end:

1. The emergence of the interstate highway system, along with other factors, led to a blurring of the motel and the hotel.
2. Post-war motels sought more visual distinction, often featuring eye-catching neon signs which employed themes from popular culture, ranging from western imagery of cowboys and Indians to contemporary images of spaceships and atomic era iconography.
3. Laws in many places now do not require registering guests to present a government-issued photo ID, especially when paying with cash. Local law enforcement agencies frequently check motels when they suspect a wanted individual may be staying in their jurisdiction.
4. Motels have also served as a haven for fugitives of the law. In the past, the anonymity and the ability to move around easily between motels in different regions by dropping in and checking out with a simple registration process allowed fugitives to remain ahead of the law.
5. Unlike motels, auto camps and tourist courts typically provided bed and breakfast or hotel style service, usually with stand-alone cabins.
6. The motel concept originated with the Motel Inn of San Luis Obispo, constructed in 1925 by Donna Martz. In conceiving of a name for his hotel Martz abbreviated motor hotel to mo-tel.

True	False

Exercise 5. Look at the picture and say, which facts given below prove the fact, that it is a motel?



1. Eye-catching neon sign;
2. Number 66;
3. Signature «motel»;
4. L-shape of the building;
5. The car;
6. Windows, facing parking place;
7. The location of the building;
8. The type of the building;
9. Motel facilities mentioned.

Exercise 6. Look at the picture from ex.5 and describe it, using chosen facts, proving the fact, that it is a motel.

UNIT 3

Exercise 1: Read and translate the text

HOSTEL

Hostels provide budget oriented, sociable accommodation where guests can rent a bed, sometimes a bunk bed, in a dormitory and share a bathroom, lounge and sometimes a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. Hostels are generally cheaper for both the operator and the occupants; many hostels have long-term residents whom they employ as desk clerks or housekeeping staff in exchange for free accommodation.

In a few countries, such as the UK, Ireland, India, and Australia, the word hostel sometimes also refers to establishments providing longer-term accommodation (often to specific classes of clientèle such as nurses, students, drug addicts, court defendants on bail) where the hostels are sometimes run by Housing Associations and charities. In the rest of the world, the word hostel refers only to properties offering accommodation to travellers or backpackers.

Within the 'traveller' category, another distinction can be drawn between hostels which are members of Hostelling International (HI), a UK-based, non-profit organization encouraging outdoor activities and cultural exchange for the young, and independently operated hostels. Hostels for travellers are sometimes called backpackers' hostels, particularly in Australia and New Zealand (often abbreviated to just "backpackers").

Differences from hotels

There are several differences between hostels and hotels, including:

Hostels tend to be budget-oriented; rates are considerably lower, and many hostels have programs to share books, DVDs and other items.

For those who prefer an informal environment, hostels do not usually have the same level of formality as hotels.

For those who prefer to socialize with their fellow guests, hostels usually have more common areas and opportunities to socialize. The dormitory aspect of hostels also increases the social factor.

Hotels usually don't have hammocks. If they do, they usually charge an hourly rate. Hostels, however, allow unlimited use of hammocks (within reason).

There is less privacy in a hostel than in a hotel. Sharing sleeping accommodation in a dormitory is very different from staying in a private room in a hotel or Bed & Breakfast, and might not be comfortable for those requiring more privacy. The lessened privacy is also an advantage in some ways, because it encourages more social interaction between guests.

Theft can be a problem, since guests may share a common living space, but this can be avoided by securing guests' belongings. Most hostels offer some sort of system for safely storing valuables, and an increasing number of hostels offer private lockers.

Noise can make sleeping difficult on occasions, whether from snoring, sexual activity, someone either returning late or leaving early or the close proximity of so many people. This can be solved by carrying earplugs.

Exercise 2. Answer the following questions:

1. What is hostel?
2. What kinds of people usually live in hostels?
3. What is the difference between hotels and hostels?
4. What are the advantages of hostels?
5. What are the disadvantages of hostels?
6. What is Hostelling International?
7. What kind of rooms are there in hostels?
8. How the hostels in Australia and New Zealand are called?
9. Who are backpackers?

Exercise 3. Match English words and expressions with their Russian equivalents:

- | | |
|-----------------|------------------------|
| 1) advantage | a) кража |
| 2) disadvantage | b) различие |
| 3) hammock | c) приватность |
| 4) distinction | d) гамак |
| 5) drug addicts | e) Наркозависимые люди |
| 6) rate | f) Преимущество |
| 7) unlimited | g) беруши |
| 8) earplugs | h) оплата |
| 9) privacy | i) неограниченный |
| 10) Theft | j) недостаток |

Exercise 4. Have a look at the picture below and try to summarize all the information, you found out about hostels:



Exercise 5. Using the picture from exercise 4 define, whether the following statements are true or false:

1. It is a hotel;
2. It is a single room;
3. It is a 5star accommodation for very rich people;
4. There are bunk beds in the room;
5. In this room there is a lot of privacy;
6. The room has more disadvantages than advantages;
7. Not many people live in this room;
8. The room is very cheap;
9. It is a canteen;

UNIT 4

Exercise 1: Read and translate the text

INNS

Inns are generally establishments or buildings where travellers can seek lodging and, usually, food and drink. They are typically located in the country or along a highway. Found in Europe, they possibly first sprang up when the Romans built their system of Roman roads two millennia ago. Some inns in Europe are several centuries old. In addition to providing for the needs of travellers, inns traditionally acted as community gathering places.

The original functions of an inn are now usually split among separate establishments, such as hotels, lodges, and motels, all of which might provide the traditional functions of an inn but which focus more on lodging customers than on

other services; public houses, which are primarily alcohol-serving establishments; and restaurants and taverns, which serve food and drink. (Hotels often contain restaurants and also often serve complimentary breakfast and meals, thus providing all of the functions of traditional inns.) In North America, the lodging aspect of the word "inn" lives on in hotel brand names like Holiday Inn, and in some state laws that refer to lodging operators as innkeepers.

The German words for "innkeeper", and "innkeeping" illustrate the historical importance of inns. An innkeeper is a Wirt, and innkeeping is Wirtschaft. This last word, Wirtschaft, has extended its meaning beyond the management of an inn and is now the German term for management in general and economy; the latter usage may have derived by analogy, as the word "economy" itself comes from the Greek word "oikonomia" for household management (from oikos, "house," and nemein, "to manage").

Inns were usually built in the middle of 2 cities if distance between them is too long. These structures which were built out of city contained large amount of water (for both drink and use). They also contained café and food and bait supplies. Inns were places, where both people and their animals could take a break and spend the night .

The Inns of Court in London were originally ordinary inns where barristers met to do business, but have become institutions of the legal profession in England and Wales.

Traditional English ale was made solely from fermented malt. The practice of adding hops to produce beer was introduced from the Netherlands in the early 15th century. Alehouses would each brew their own distinctive ale, but independent breweries began to appear in the late 17th century. By the end of the century almost all beer was brewed by commercial breweries.

The 18th century saw a huge growth in the number of drinking establishments, primarily due to the introduction of gin. Gin was brought to England by the Dutch after the Glorious Revolution of 1688 and started to become very popular after the

government created a market for grain that was unfit to be used in brewing by allowing unlicensed gin production, whilst imposing a heavy duty on all imported spirits. As thousands of gin-shops sprang up all over England, brewers fought back by increasing the number of alehouses. By 1740 the production of gin had increased to six times that of beer and because of its cheapness it became popular with the poor, leading to the so-called Gin Craze. Over half of the 15,000 drinking establishments in London were gin-shops.

Exercise 2. Answer the following questions:

1. What are inns?
2. Where were inns located?
3. What kind of modern accommodation was predated by inns?
4. What is the original function of inns?
5. What is the origin of the word inn?
6. Where were inns usually built?
7. What were inns made for?

Exercise 3. Match English words and expressions with their Russian equivalents:

- | | |
|---------------|-----------------------|
| 1) spirits | a) Алкоголь |
| 2) customer | b) безумие |
| 3) huge | c) огромный |
| 4) production | d) пивоварение |
| 5) household | e) производство |
| 6) legal | f) законный |
| 7) Illegal | g) домашнее хозяйство |
| 8) brewing | h) клиент |
| 9) Craze | i) незаконный |

Exercise 4. Look at the pictures below, and try to guess what is drawn, and find the sentences from the text, where these are mentioned:

1.



- a)* English ale;
- b)* water for horses;
- c)* coffee;
- d)* black glass.

2.



- a)* Horse stable;
- b)* hotel room;
- c)* hostel room;
- d)* motel room.

3.



- a)* Whiskey;
- b)* Gin;
- c)* Vodka;
- d)* Beer.

4.



- a)* Hotel;
- b)* Inn-community gathering place;
- c)* Hostel;
- d)* Motel;

UNIT 5

Exercise 1. Read and translate the text:

UNUSUAL HOTELS

Treehouse hotels

Some hotels are built with living trees as structural elements, for example the Costa Rica Tree House in the Gandoca-Manzanillo Wildlife Refuge, Costa Rica; the Treetops Hotel in Aberdare National Park, Kenya; the ARIA Towers near Manaus, Brazil, on the Rio Negro in the Amazon; and Bayram's Tree Houses in Olympos, Turkey.

Cave hotels

Desert Cave Hotel in Coober Pedy, South Australia and the Cuevas Pedro Antonio de Alarcón (named after the author) in Guadix, Spain, as well as several hotels in Cappadocia, Turkey, are notable for being built into natural cave formations, some with rooms underground.

Capsule hotels

Capsule hotels are a type of economical hotel that are found in Japan, where people sleep in stacks of rectangular containers.

Ice and snow hotels

The Ice Hotel in Jukkasjärvi, Sweden, and the Hotel de Glace in Duschenay, Canada, melt every spring and are rebuilt each winter; the Mammut Snow Hotel in Finland is located within the walls of the Kemi snow castle; and the Lainio Snow Hotel is part of a snow village near Ylläs, Finland.

Garden hotels

Garden hotels, famous for their gardens before they became hotels, include Gravetye Manor, the home of garden designer William Robinson, and Cliveden, designed by Charles Barry with a rose garden by Geoffrey Jellicoe.

Underwater hotels

Some hotels have accommodation underwater, such as Utter Inn in Lake Mälaren, Sweden. Hydropolis, project cancelled 2004 in Dubai, will have suites on the bottom of the Persian Gulf, and Jules Undersea Lodge in Key Largo, Florida requires scuba diving to access its rooms.

Other unusual hotels

RMS Queen Mary, Long Beach, California, United States.

The Library Hotel in New York City, is unique in that each of its ten floors is assigned one category from the Dewey Decimal System.

The Burj al-Arab hotel in Dubai, United Arab Emirates, built on an artificial island, is structured in the shape of a boat's sail.

The Jailhotel Löwengraben in Lucerne, Switzerland is a converted prison now used as a hotel.

The Luxor, a hotel and casino on the Las Vegas Strip in Paradise, Nevada, United States due to its pyramidal structure.

The Liberty Hotel in Boston, used to be the Charles Street Jail.

Built in Scotland and completed in 1936, The former ocean liner RMS Queen Mary in Long Beach, California, United States uses its first-class staterooms as a hotel, after retiring in 1967 from Transatlantic service.

Resort hotels

Principe di Piemonte, Viareggio (Italy).

Some hotels are built specifically to create a captive trade, example at casinos and holiday resorts. Though of course hotels have always been built in popular

destinations, the defining characteristic of a resort hotel is that it exists purely to serve another attraction, the two having the same owners.

In Las Vegas there is a tradition of one-upmanship with luxurious and extravagant hotels in a concentrated area known as the Las Vegas Strip. This trend now has extended to other resorts worldwide, but the concentration in Las Vegas is still the world's highest: nineteen of the world's twenty-five largest hotels by room count are on the Strip, with a total of over 67,000 rooms.

In Europe Center Parcs might be considered a chain of resort hotels, since the sites are largely man-made (though set in natural surroundings such as country parks) with captive trade, whereas holiday camps such as Butlins and Pontin's are probably not considered as resort hotels, since they are set at traditional holiday destinations which existed before the camps.

Railway hotels

Frequently, expanding railway companies built grand hotels at their termini, such as the Midland Hotel, Manchester next to the former Manchester Central Station and in London the ones above St Pancras railway station and Charing Cross railway station also in London is the Chiltern Court Hotel above Baker Street tube station and Canada's grand railway hotels. They are or were mostly, but not exclusively, used by those travelling by rail.

Exercise 2. Answer the following questions:

1. Where the tree house hotels are built?
2. Where the cave hotels are built?
3. What kind of accommodation do capsule hotels provide?
4. How often ice hotels are rebuilt?
5. What is the history of railway hotels?
6. What is "Las Vegas strip"?
7. What are the others unusual hotels?
8. Where the resort hotels are built?

Exercise 3. Match the pictures with the type of unusual hotel:

1)



a) Jail hotel

2)



b) Resort hotel

3)



c) Railway hotel

4)



d) Underwater hotel

5)



e) Ice hotel

6)



f) Cave hotel

7)



g) Capsule hotel

8)



h) Tree house hotel

9)



i) Garden hotel

Exercise 4. Define, whether the following statements are true (T), or false (F):

1. Costa Rica Tree House in the Gandoca-Manzanillo Wildlife Refuge is not built with living trees as structural elements;
2. In Europe Center Parcs might not be considered a chain of resort hotels
3. In Las Vegas there is not a tradition of one-upmanship with luxurious and extravagant hotels in a concentrated area known as the Las Vegas Strip
4. Capsule hotels are a type of economical hotel that are found in Japan, where people sleep in stacks of rectangular containers.
5. The Liberty Hotel in Boston, used to be the Hospital.
6. Utter Inn in Lake Mälaren, Sweden. Hydropolis has underwater accommodation.
7. The Ice Hotel in Jukkasjärvi, Sweden, and the Hotel de Glace in Duchenay, Canada, melt every spring and are rebuilt each winter
8. The Luxor, a hotel and casino on the Las Vegas Strip in Paradise, Nevada, United States due to its pyramidal structure.
9. The Jailhotel Löwengraben in Lucerne, Switzerland is a converted prison now used as a hotel.

UNIT 6

Exercise 1. Read and translate the text:

LOVE HOTELS

Love hotels can usually be identified using symbols such as hearts and the offer of a room rate for a "rest" as well as for an overnight stay. The period of a "rest" varies, typically ranging from one to three hours. Cheaper daytime off-peak rates are common. In general, reservations are not possible, leaving the hotel will forfeit access to the room, and overnight stay rates only become available after 10:00 p.m. These hotels may be used for prostitution, and while they are sometimes used by budget-

travelers sharing accommodation, the practice is discouraged. Some love hotels will even refuse entry to same-sex couples (especially if they appear to be platonic) or will refuse the business of groups of three or more.

Entrances are discreet and interaction with staff is minimized, with rooms often selected from a panel of buttons and the bill settled by pneumatic tube, automatic cash machines, or a pair of hands behind a pane of frosted glass. Although cheaper hotels are often quite utilitarian, higher-end hotels may feature fanciful rooms decorated with anime characters, equipped with rotating beds, ceiling mirrors, karaoke machines, or strange lighting, or may be styled similarly to dungeons, sometimes including S&M gear.

These hotels are typically either concentrated in city districts close to stations, near highways on the city outskirts, or in industrial districts. Love hotel architecture is sometimes garish, with buildings shaped like castles, boats or UFOs and lit with neon lighting. However, some more recent love hotels are very ordinary looking buildings, distinguished mainly by having small, covered, or even no windows.

The history of love hotels can be traced back to the early Edo Period, when establishments appearing to be inns or teahouses with particular procedures for a discrete entry or even with secret tunnels for a discrete exit were built in Edo and in Kyoto. Modern love hotels developed from tea rooms used mostly by prostitutes and their clients but also by lovers. After World War II, the term *tsurekomi yado* ("bring-along inn") was adopted, originally for simple lodgings run by families with a few rooms to spare. These establishments appeared first around Ueno, Tokyo in part due to demand from Occupation forces, and boomed after 1958 when legal prostitution was abolished and the trade moved underground. The introduction of the automobile in the 1960s brought with it the "motel" and further spread the concept.

The original term has since fallen into disuse within the industry itself thanks to the euphemism treadmill, and an ever-changing palette of terms is used by hotel operators keen on representing themselves as more fashionable than the competition.

Alternative names include "romance hotel", "fashion hotel", "leisure hotel", "amusement hotel", "couples hotel", and "boutique hotel".

The annual turnover of the love hotel industry is more than ¥4 trillion, a figure double that of Japan's anime market. It is estimated that more than 500 million visits to love hotels take place each year, which means around 1.4 million couples, or 2% of Japan's population, visit a love hotel each day. In recent years, the love hotel business has drawn the interest of the structured finance industry.

Several transactions have been completed where the cash flows from a number of such hotels have been securitised and sold to international investors and buy-out funds.

Exercise 2. Answer the following questions:

1. How can love hotels be identified?
2. How does the period of a "rest" vary?
3. At what time does the overnight stay become available?
4. What kind of people usually stay in love hotels?
5. How the love hotels are decorated?
6. Where the love hotels are usually located?
7. What is the history of love hotels?
8. What are the alternative names of love hotels?
9. How many people visit love hotels in Japan each year?

Exercise 3. From each line cross off one word, that is spare here:

1. romance hotel--- fashion hotel--- leisure hotel---capsule hotel;
2. resort hotel---love hotel---accommodation---motel;
3. Garden hotel---cave hotel---jail hotel---hotel
4. Motel---Love hotel---flat---capsule hotel

Exercise 4. Match English words and expressions with their Russian equivalents:

- | | |
|----------------|--------------------|
| 1) lover | a) подъём |
| 2) boom | b) отдельный |
| 3) treadmill | c) бегущая дорожка |
| 4) discrete | d) вращающийся |
| 5) rotating | e) Любовник |
| 6) competition | f) подземелье |
| 7) rates | g) конкуренция |
| 8) dungeon | h) номера |
| 9) garish | i) кричащий |

Exercise 5. Describe the love hotel and its facilities, using the picture below:



UNIT 7

Exercise 1: Read and translate the text:

A BED & BREAKFAST

A bed and breakfast (or B&B) is a small lodging establishment that offers overnight accommodation and breakfast, but usually does not offer other meals. Typically, bed and breakfasts are private homes with fewer than 10 bedrooms available for commercial use.

Generally, guests are accommodated in private bedrooms with private bathrooms, or in a suite of rooms including an en suite bathroom. Some homes have private bedrooms with a bathroom which is shared with other guests. Breakfast is served in the bedroom, a dining room, or the host's kitchen.

B&Bs and guest houses may be operated either as a secondary source of income or a primary occupation. Usually the owners themselves prepare the breakfast and clean the room etc., but some bed and breakfasts hire staff for cleaning or cooking. Although some bed and breakfast owners hire professional staff, a property which hires professional management is usually no longer considered a bed and breakfast, but enters the category of inn or hotel.

Some B&Bs operate in a niche market. Floating bed and breakfasts for example are a concept originating in Seattle in which a boat or houseboat offers B&B accommodation.

Despite the cultural similarities and a population more than twenty times greater, there are far fewer B&Bs in the whole continent of Australia than there are in just the South Island of New Zealand.

Since the 1960s the average per capita disposable income of Australians has been greater than that of New Zealanders and this has mitigated the powerful incentive to let out rooms in their homes to travelers. Another factor may be that Australia has, apart from City States such as Singapore, the greatest concentration of

city dwellers anywhere on the globe and these cities are amply supplied with budget hotels and motels.

B&Bs, and frequently guest houses, are a budget option where owners often take pride in the high service levels, local knowledge and personal touch that they are able to offer.

There tend to be concentrations of B&Bs in seaside towns where, historically, the working classes holidayed such as County Down, Northern Ireland, and Blackpool, England, and isolated rural areas such as the Highlands of Scotland and Connemara where there is not the year-round concentration of travellers that would sustain an hotel. They are present in most towns and cities, and their numbers vary on trade such as for business travellers and tourists: York and Edinburgh for example both have several hundred establishments known as either B&Bs or guest houses. In very busy areas, B&Bs may display a sign saying "VACANCIES" (rooms available) or "NO VACANCIES", to save both the hosts and potential guests the trouble of them having to enquire within.

Breakfast is usually cooked on demand for the guest and is usually some kind of full breakfast, but some offer a continental breakfast.

In recent years B&Bs in the UK have struggled against budget hotel chains such as Premier Travel Inn and Travelodge. Traditionally, business travellers used B&Bs but many of these clients now tend to stay in budget hotel chains. However, in holiday areas the B&B and guest house still prevail. Unlike the hotel chains, they provide a more comprehensive service and breakfast is included in the price, and some who stay regularly may simply like knowing their hosts.

B&Bs tend to place their bedrooms within three different categories:

Deluxe: This standard of B&B accommodation in Ireland is considered to be very high and deluxe rooms would be available in high end B&Bs and guesthouse accommodation. Deluxe rooms would often have additional furniture or Jacuzzis in the bathroom. Check the description.

En-Suite: There is a private bathroom within the bedroom. This will always contain a WC and washbasin, and a shower or bath or both.

Standard: There is not a bathroom within the bedroom. In this case there will be shared bathroom facilities in another room on the corridor. Usually there will be a washbasin within the room.

In Cuba, which opened up to tourism in the 1990s after the financial support of the Soviet Union ended, a form of B&B called casa particular ("private home") became the main form of accommodation outside the tourist resorts.

The Israeli B&B is known as a zimmer (German for room). All over the country, but especially in the north of the country and the Galilee, zimmers have become an alternative to hotels for romantic weekends or family vacations.

In Italy, regional law regulates B&Bs.

In India, the government is promoting the concept of bed & breakfast. The government is doing this to increase tourism, especially keeping in view the expected demand for hotels during the 2010 Commonwealth Games in Delhi. They have classified B&B in 2 categories - Gold & Silver B&B. All B&B will be approved by the Ministry of Tourism who will then categorize it as Gold or Silver based upon the pre-defined criteria.

As in the USA, bed and breakfasts in New Zealand tend to be more expensive than motels and often feature historic homes and furnished bedrooms at a commensurate price.

The custom of opening one's home to travellers dates back the earliest day of Colonial America. Lodging establishments were few and far between in the 1700s, and apart from a limited number of coaching inns (a few of which survive as inns today), wayfarers relied on the kindness of strangers to provide a bed for the night. Hotels became more common with the advent of the railroad, and later, the automobile, and most towns had at least one prominent hotel.

During the Great Depression, tourist homes provided an economic advantage to both the traveller and the host. Driving through town (no Interstates then), travellers stopped at houses with signs reading Tourists or Guests, indicating that

travellers could rent a room for the night for about \$2. The money generated needed income for the home owner and saved money for the traveller.

After World War II, middle-class Americans began travelling in Europe in large numbers, many experiencing the European-style B&Bs (Zimmer frei in Germany, chambres d'hotes in France) for the first time. Some were inspired to open B&Bs in the U.S.; tourist home owners updated their properties as B&Bs. The interest in B&Bs coincided with an increasing interest in historic preservation, spurred by the U.S. Bicentennial in 1976 and assisted by two crucial pieces of legislation: the National Historic Preservation Act of 1966, and the Tax Reform Act of 1976, which provided tax incentives for the restoration and reuse of historic structures.

Exercise 2. Answer the following questions:

1. What is B&B?
2. How the guests are usually accommodated in B&Bs?
3. How B&B are operated?
4. Where B&B are usually concentrated?
5. How B&Bs are called in Israel?
6. How B&Bs are called in Cuba?
7. What event led to the development of the B&B concept in India?
8. How the B&Bs are classified in India?
9. How the rooms in B&Bs are classified?
10. How did B&Bs develop in the USA during the great depression?
11. What factors led to the growth of B&Bs in the USA after world war II?
12. In what country the number of B&Bs is much bigger, than on the whole continent of Australia?
13. What kinds of breakfast are provided in B&Bs?
14. What kind of people usually stay in B&Bs?
15. Is B&B a budget option?
16. When did B&Bs appear?
17. What is the synonym of B&B?

Exercise 3. Match English words and expressions with their Russian equivalents:

- | | |
|-----------------------|--------------------|
| 1) advent | a) дополнительный |
| 2) additional | b) умывальник |
| 3) option | c) вариант |
| 4) commensurate price | d) круглогодичный |
| 5) survive | e) соразмерно цене |
| 6) wayfarers | f) карета |
| 7) washbasin | g) выживать |
| 8) year-round | h) путники |
| 9) coach | i) приход |

Exercise 4. Describe the B&B and its facilities, using the picture below:



Exercise 5. Define, whether the following statements are true or false:

1. A bed and breakfast is a small lodging establishment that offers overnight accommodation, and 3 main meals;
2. Floating bed and breakfasts for example are a concept originating in Seattle in which a boat or houseboat offers B&B accommodation.
3. There are more B&Bs in the whole continent of Australia than there are in just the South Island of New Zealand.
4. Since the 1960s the average per capita disposable income of Australians has been fewer than that of New Zealanders and this has mitigated the powerful incentive to let out rooms in their homes to travelers.
5. B&Bs, and frequently guest houses, are a budget option where owners often take pride in the high service levels, local knowledge and personal touch that they are able to offer.
6. Breakfast is usually cooked on demand for the guest and is usually some kind of full breakfast, but some offer a continental breakfast.
7. B&Bs tend to place their bedrooms within five different categories.
8. As in the USA, bed and breakfasts in New Zealand tend to be more expensive than motels and often feature historic homes and furnished bedrooms at a commensurate price.
9. The custom of opening one's home to travellers dates back the earliest day of Colonial America.
10. The interest in B&Bs coincided with an increasing interest in historic preservation, spurred by the U.S. Bicentennial in 1976 and assisted by two crucial pieces of legislation: the National Historic Preservation Act of 1966, and the Tax Reform Act of 1976, which provided tax incentives for the restoration and reuse of historic.
11. During the Great Depression, tourist homes provided an economic advantage to both the traveller and the host.
12. In recent years B&Bs in the UK have struggled against budget hotel chains.

UNIT 8

Exercise 1. Read and translate the text:

RECEPTIONIST

A receptionist is an employee taking an office/administrative support position. The work is usually performed in a waiting area such as a lobby or front office desk of an organization or business. The title "receptionist" is attributed to the person who is specifically employed by an organization to receive or greet any visitors, patients, or clients and answer telephone calls.

A receptionist is usually expected to have a high school diploma or its equivalent, but a receptionist may also possess a vocational certificate/diploma in business and office administration. Although a post secondary degree is not normally required for this position, some receptionists may hold four-year university degrees in a variety of majors. Some receptionists may even hold advanced degrees.

The business duties of a receptionist may include answering visitors' inquiries about a company and its products or services, directing visitors to their destinations, sorting and handing out mails, answering incoming calls on multi-line telephones or, earlier in the 20th century, a switchboard, setting appointments, filing, records keeping, keyboarding/data entry and performing a variety of other office tasks, such as faxing or emailing. Some receptionists may also perform bookkeeping or cashiering duties. Some, but not all, offices may expect the receptionist to serve coffee or tea to guests, and to keep the lobby area tidy.

A receptionist may also assume some security guard access control functions for an organization by verifying employee identification, issuing visitor passes, and observing and reporting any unusual or suspicious persons or activities.

A receptionist is often the first business contact a person will meet at any organization. It is an expectation of most organizations that the receptionist maintains a calm, courteous and professional demeanor at all times regardless of the visitor's behavior. Some personal qualities that a receptionist is expected to possess in order to

do the job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, maturity, respect for confidentiality and discretion, a positive attitude and dependability. At times, the job may be stressful due to interaction with many different people with different types of personalities, and being expected to perform multiple tasks quickly.

Depending upon the industry, a receptionist position can be considered a low-ranking, dead-end or servile position, or it could be perceived as having a certain veneer of glamour with opportunities for networking in order to advance to other positions within a specific field. Some people may use this type of job as a way to familiarize themselves with office work, or to learn of other functions or positions within a corporation. Some people use receptionist work as a way to earn money while pursuing further educational opportunities or other career interests such as in the performing arts or as writers.

While many persons working as receptionists continue in that position throughout their careers, some receptionists may advance to other administrative jobs such as customer service representative, dispatcher, interviewers, secretary, production assistant, personal assistant, marketing and executive assistant. In smaller businesses, such as a doctor's or a lawyer's office, a receptionist may also be the office manager who is charged with a diversity of middle management level business operations. For example, in the hotel industry, the night-time receptionist's role is almost always combined with performing daily account consolidation and reporting, more particularly known as night auditing.

When receptionists leave the job, they often enter other career fields such as sales and marketing, public relations or other media occupations.

A few famous people were receptionists in the beginning, such as Betty Williams, a co-recipient of the 1976 Nobel Peace Prize. A number of celebrities had worked as receptionists before they became famous, such as singer/songwriter Naomi Judd and the late entrepreneur/Beatle wife Linda McCartney. Other famous people who began their careers as receptionists or worked in the field include civil rights activist Rosa Parks and former Hewlett Packard CEO Carly Fiorina.

The advancement of office automation has eliminated some receptionists' jobs. For example, a telephone call could be answered by an automated attendant. However, a receptionist who possesses strong office/technical skills and who is also adept in courtesy, tact and diplomacy is still considered an asset to a company's business image, and is still very much in demand in the business world.

With the recent development in optical fiber technology, some small-to-medium-sized business owners hire a live remote receptionist in lieu of a full-time, in-house receptionist. As the phrase itself suggests, a live remote receptionist deals with phone calls for a company in another location using telephony private branch exchange (PBX) servers. Often, the responsibilities of a live remote receptionist include, but are not limited to live phone answering, live call screening/forwarding, appointment scheduling, customized greetings, flexible call routing, email and fax services, order taking, voicemail services, and message taking.

Exercise 2. Answer the following questions:

1. Who is receptionist?
2. What kind of education should receptionist have?
3. What are the duties of receptionist?
4. What kind of position the position of receptionist is considered to be?
5. What famous people were receptionists at the beginning?
6. Who is 'remote receptionist'?

Exercise 3. Define, whether the following statements are true or false:

1. With the recent development in optical fiber technology, some small-to-medium-sized business owners hire a live remote receptionist in lieu of a full-time, in-house receptionist
2. When receptionists leave the job, they often enter other career fields such as sales and marketing, public relations or other media occupations.

3. Depending upon the industry, a receptionist position can be considered a low-ranking, dead-end or servile position.
4. A number of celebrities had worked as receptionists before they became famous.
5. The responsibilities of a live remote receptionist include, but are not limited to live phone answering, live call screening/forwarding, appointment scheduling, customized greetings
6. Some personal qualities that a receptionist is expected to possess in order to do the job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, maturity, respect for confidentiality and discretion, a positive attitude and dependability.
7. A receptionist may not assume some security guard access control functions for an organization by verifying employee identification, issuing visitor passes, and observing and reporting any unusual or suspicious persons or activities.

Hotel Vocabulary

Word <i>part of speech</i>	Meaning	Example sentence
adjoining rooms <i>noun</i>	two hotel rooms with a door in the centre	If you want we can book your parents in an adjoining room .
amenities <i>noun</i>	local facilities such as stores and restaurants	We are located downtown, so we are close to all of the amenities .
attractions <i>noun</i>	things for tourists to see and do	The zoo is our city's most popular attraction for kids.
baggage <i>noun</i>	bags and suitcases packed with personal belongings	If you need help with your baggage we have a cart you can use.
Bed and Breakfast <i>noun</i>	a home that offers a place to stay and a place to eat	I can book you into a beautiful Bed and Breakfast on the lake.
bellboy <i>noun</i>	a staff member who helps guests with their luggage	The bellboy will take your bags to your room for you.
book <i>verb</i>	arrange to stay in a hotel	I can book your family in for the weekend of the seventh.
booked <i>adj</i>	full, no vacancies	I'm afraid the hotel is booked tonight.
brochures <i>noun</i>	small booklets that provide information on the local sites and attractions	Feel free to take some brochures to your room to look at.
check-in <i>verb</i>	go to the front desk to receive keys	You can check-in anytime after four o'clock.
check-out <i>noun</i>	return the keys and pay for the bill	Please return your parking pass when you check-out .
complimentary breakfast <i>noun</i>	free of charge	All of our rooms have complimentary soap, shampoo, and coffee.
cot, rollaway bed <i>noun</i>	a single bed on wheels that folds up	If you need an extra bed, we have cots available.

damage charge <i>noun</i>	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to add a damage charge for the hole you put in the wall.
deposit <i>noun</i>	amount paid ahead of time to secure a reservation	You will not receive your deposit back if you cancel.
double bed <i>noun</i>	a bed large enough for two people	They are a family of four, so give them a room with two double beds .
floor <i>noun</i>	a level of the building	The swimming pool is on the main floor .
front desk, reception <i>noun</i>	the place where guests go to check in and out and to get information	Towels are available at the front desk .
guest <i>noun</i>	a person that is staying at the hotel	Our washrooms are for guests only.
hostel <i>noun</i>	a very inexpensive place for backpackers and travelers on a budget	In the hostel you probably won't get your own room.
hotel manager <i>noun</i>	person in charge at the hotel	I'll let you make your complaint to the hotel manager .
housekeeping, maid <i>noun</i>	staff members that clean the rooms and linen	Put a sign on the door if you want housekeeping to come in and change the sheets on the bed.
ice machine <i>noun</i>	a machine that automatically makes ice that guests can use to keep drinks cold	There is an ice machine by the elevator on all of the even numbered floors.
indoor pool <i>noun</i>	place for guests to swim inside the hotel	The heated indoor pool is open until 10 pm.
inn <i>noun</i>	another word for "hotel"	There's an inn on the other side of town that has a vacancy.
Jacuzzi, hot tub, whirl pool <i>noun</i>	a small hot pool for relaxation	Our honeymoon room has a personal hot tub .
king-size bed <i>noun</i>	extra large bed	A room with a king size bed costs an extra ten dollars a night.

kitchenette <i>noun</i>	a small fridge and cooking area	Your room has a kitchenette so you can prepare your own breakfasts and lunches.
late charge <i>noun</i>	a fee for staying past the check-out time	You will be charged a ten dollar late charge for checking out after 11 am.
linen <i>noun</i>	sheets, blankets, pillow cases	We will come in and change the linens while you are out of your room.
lobby <i>noun</i>	large open area at the front of the hotel	You can stand in the lobby and wait for your bus.
luggage cart <i>noun</i>	a device on wheels that guests can push their luggage on	Please return the luggage cart to the lobby when you are finished with it.
maximum capacity <i>noun</i>	the most amount of people allowed	The maximum capacity in the hot tub is ten people.
motels <i>noun</i>	accommodations that are slightly cheaper than hotels	Our motel is very clean and is close to the beach.
noisy <i>adj</i>	loud	The guests next to you have complained that you are being too noisy .
parking pass <i>noun</i>	a piece of paper that guests display in the car window while in the hotel parking lot	Display this parking pass in your window to show that you are a hotel guest.
pay-per-view movie <i>noun</i>	extra charge for movies and special television features	If you order a pay-per-view movie, the charge will appear on your bill.
pillow case <i>noun</i>	the covering that goes over a pillow	Room 201 doesn't need their sheets changed, but they requested one new pillow case .
queen size bed <i>noun</i>	bed with plenty of space for two people (bigger than a double)	They have a queen size bed so the small child can easily fit in the middle.
rate <i>noun</i>	cost of renting a room for a certain time period	Our rates change depending on the season.
reservation <i>noun</i>	a request to save a specific room for a future date	They say they made a reservation but it doesn't show on the computer.

room service <i>noun</i>	delivery of food or other services requested by guests	If you would like a bottle of wine, just call room service .
sauna <i>noun</i>	a hot room for relaxation, filled with steam	We don't recommend bringing young children into the sauna .
single bed <i>noun</i>	a bed for one person	The economy priced room includes one single bed .
sofa bed, pull-out couch <i>noun</i>	a bed built into a sofa or couch	The room contains a sofa bed so the room actually sleeps five.
towels <i>noun</i>	used to cover and dry the body after swimming or bathing	You can get your swimming pool towels at the front desk.
vacancy <i>noun</i> vacant <i>adj</i>	available rooms	We only have one vacancy left, and it is for a single room.
valet <i>noun</i>	staff that parks the guests' vehicles	If you leave your car keys with us, the valet will park your car underground.
vending machine <i>noun</i>	a machine that distributes snacks and beverages when you insert coins	The vending machine on the fifth floor has chocolate bars and chips.
view <i>noun</i>	a window that offers a nice image for guests	The room is more expensive because it has a spectacular view of the beach.
wake up call <i>noun</i>	a morning phone call from the front desk, acts as an alarm clock	What time would you like your wake up call ?
weight room, workout room, gym <i>noun</i>	a room that guests can use for exercise and fitness	Our weight room has a stair climber and a stationary bicycle.

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НАВЧАЛЬНЕ ВИДАННЯ

Збірник текстів і завдань для практичної роботи
з дисципліни

«Іноземна мова професійного спрямування» (англійська мова)

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